

carpet

care

& commitment

some helpful tips on how to
look after your Gillies carpet



Living in style

Caring for your carpet

Buying a carpet is a major investment and should be a pleasurable experience. We recognise this and strive to offer a service second to none. Of course, once you have made your purchase and had it fitted, you will want to get maximum enjoyment from it.

With just a little care, your carpet will last longer and look good throughout its life. You can keep your carpet in top condition by following the simple guidelines in this leaflet. Remember, if you vacuum regularly and treat stains immediately, your carpet will keep its beautiful appearance for much longer.



Underlay

It could be said that underlay is your carpet's best friend and we know that having your carpet laid on a new good quality underlay is essential. This will ensure that you get maximum wear and excellent appearance, as well as providing heat and acoustic benefits.

Don't make the mistake of believing that you will save money by utilising your old underlay. It will probably have little, if any, life left in it, and certainly next to no bounce or resilience often resulting in signs of premature wear in your carpet.

Vacuuming

Surface dirt is unavoidable and sometimes unsightly, but dirt that is trampled down between the tufts has an abrasive cutting action that can eventually wear away the fibres. The best way to delay or prevent this destructive wearing action is to give your carpets a regular vacuuming.

There is a common myth that you should let a new carpet "settle in" for a week or so. In fact, entirely the opposite is true. Virtually all new carpets will shed a small amount of loose fibres and these should be removed by vacuuming as soon as possible. Otherwise the fibres will be walked back into the carpet and can cause a matted appearance.

Loop pile carpets, particularly Wool Berbers, should not be cleaned with a vacuum which has a beater attachment – this can cause excessive fluffing and matting – this type of carpet should be vacuumed with the suction head only.

Entrance mats and barrier mats will reduce the amount of dirt carried on to your carpets from outside the home, but please remember that these mats must also be cleaned regularly.



Shading

All cut pile carpets, particularly plain or tonals, are liable to shading – that is to show light and dark patches due to uneven crushing of the surface, commonly known as “pile pressure”. No care on the part of the manufacturer can avoid this tendency which is inherent in all pile fabrics. It is not detrimental to the wear of the carpet, nor is it a defect.

Sprouting

Occasionally a tuft may protrude above the carpet surface. This is not a manufacturing fault, simply trim this down to the general level of the surrounding carpet with a pair of scissors. NEVER try to pull the tuft out of the carpet.

Flattening

All carpets are subject to flattening in varying degrees. Flattening is caused by the compression of the pile by footwear and furniture. Heavy furniture may crush carpet pile so wherever possible use castor cups. Furniture should not be dragged across a carpet. Try to rearrange your furniture occasionally to avoid uneven wear. Regular vacuuming will help to alleviate flattening and bring the pile back up to its normal position.



Removing your old flooring

Firstly, vacuum the old carpet or flooring one last time before you begin. Then be sure to open your windows and let fresh air in while the existing products are removed. If your existing flooring is a carpet then it can often help to carefully cut the carpet into small strips to allow easier and lighter bite-size removal. Finally, vacuum the subfloor to remove any remaining dust and dirt.

Fading

Today, almost all of the fibres and dyes used in making carpets exhibit excellent properties of colourfastness to sunlight. However, all carpets are subject to a degree of fading with age but this is generally unnoticeable over the years.

Carpets fitted in extremely sunny rooms with large windows can be protected by drawing your curtains or blinds during periods of strong sunlight.



Carpet Seams

In many rooms, carpet seams are inevitable. Today's heat bonded seams are stronger than the rest of the carpet, but they are not invisible. Even though our fitters do the best they can, you are likely to be able to see the seams. Also, because of the direction of the carpet, some seams may be more visible than others. This is quite normal and should be expected. As standard we always try to place seams in areas of your room with less traffic or minimal natural light.



Colour Matching

We endeavour to colour match wherever possible, however please accept that colour can vary from batch to batch, including sampling, and between different widths of broadloom. The difference in colour should be kept within a manufacturers tolerance.



top tips

for treating
stains and
spillages

The golden rule

Do it right...do it quickly! Accidental spillages on carpets are an unfortunate fact of life and no carpet is totally stain-proof.

Remember the golden rule that instant treatment can mean instant cure.

Never rub!

NEVER – NEVER – EVER RUB – but always blot... blot...blot to a damp dry state.

Liquid spills should be soaked up immediately with absorbent tissue, preferably white, or a clean, dry cloth.

Avoid spreading

Always work from the outside edges of the stain into the centre to avoid spreading. Use a blunt knife or spoon to gently scrape away any solids.

See our website www.gillies.co.uk for the best cleaning solution to use for various different kinds of spillages.



Our fitting service

As you can imagine a lot of hard work and coordination goes on behind the scenes to bring you the very best in home furnishings. At Gillies we pride ourselves in backing this up with an expert delivery, fitting and after sales service. Our experienced fitting teams will take great care to fit your flooring with minimum disruption and to your satisfaction. Once you are happy with everything we will take away all rubbish and small offcuts for recycling, leaving any larger pieces of offcuts with you, before leaving you to enjoy your new purchase.

We have a number of installation packages available so you only pay for what you need!

Standard Fitting

This is based on our fitters arriving to areas clear of furniture and existing floor coverings.

Premier Fitting

This is based on the area/s being completely clear of furniture and our fitters uplifting the existing floor coverings for recycling.

Ultimate Fitting

This is based on our fitters uplifting the existing flooring and moving all furniture. We do ask that all small and delicate items, as well as electrical equipment, are removed prior to fitting.

The Gillies Commitment

It assists us in providing the best possible service to you, for our respective commitments and responsibilities to one another to be clearly defined at the point of sale. These commitments are set out in our terms and conditions on the reverse of your sales invoice and we request that you read them carefully.



Living in style

www.gillies.co.uk

Contact Customer Services
or to arrange a fitting

01382 901150